

1st Quarter 2012

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In Remembrance

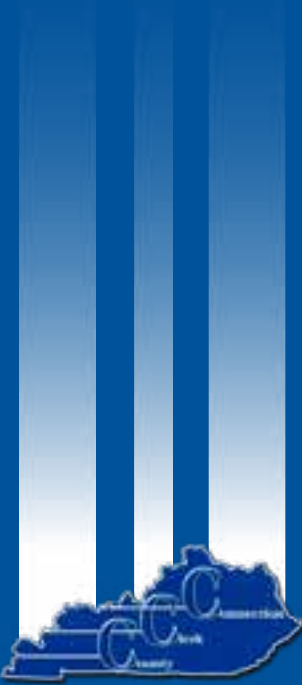
Dan Ballard (July 28, 1965 - December 30, 2011)

Daniel Scott "Dan" Ballard, age 46, of Owenton passed away Friday, December 30th from injuries sustained in an auto accident.

Born July 28, 1965, in Frankfort, he was a 1984 graduate of Owen County High School. He recently retired from the Division of Motor Vehicle Licensing in the Kentucky Transportation Cabinet. He was also a farmer, a commissioner on the Carroll County Water Board, formerly on the Monterey and Lockport Volunteer Fire Departments and was a member of the Lockport Baptist Church. He was preceded in death by his sister Vicki Ann Ballard.

Survivors include his wife of sixteen years, Kim Fisher Ballard; his parents, Scott and Marjorie Tracy Ballard; his children Anthony Knight of Owenton, Alicia Banta of Eminence, and Andrea Knight of Lockport; his sister Susan Ballard of Frankfort and six grandchildren.

Memorial contributions are suggested to the [American Diabetes Association](#) or the [American Heart Association](#).





Customer Service Center Corner

– Bill Heise/Lisa Moore

We have been very busy since the County Clerk Summer Meeting last June and we enjoyed being able to attend and deliver a presentation on the Customer Service Center. Since our “go-live” date for Vehicle Licensing in August last year, we’ve made a great deal of improvements to the system, and know there is still more progress to make. We continue to use your suggestions to improve the quality of customer service you receive.

As you well know we have been experiencing troubles with the phone system. In mid-December we began having some phone clarity and quality issues. Some days the phone quality is acceptable for the customer. Sometimes our staff has difficulty hearing callers due to some internal crackling and popping. Some of you have taken the time to inform us that the phone menu is breaking up and difficult to understand. We have been working with the Transportation Cabinet Office of Information Technology, AT&T, FrontRange and Platronics with a high level of urgency. Some issues have been resolved and shown some improvement, but some callers are still experiencing difficulties. If you have a particularly difficult call, please let us know about your experience. It would be very helpful if you could provide the related incident number. We are trying to pinpoint when and under what circumstances the problems are occurring and your feedback will be very helpful to us.

We’re excited that in the near future

we will be installing and testing our Online / Self Service Web Page. We will be loading Knowledge Articles onto this website so that your offices may access information and answers to questions that you or your customers may have. We will be looking for volunteers to assist us in testing this new site. When we get to that point, we will send out another reminder and ask who would be willing to assist in the testing of this new tool.

Next, we thought you might find it interesting to see the number of incidents that have been created by the Customer Service Center from August 15, 2011 to January 19, 2012. These numbers represent an average of your calls for Motor Vehicle Licensing:

<u>Period</u>	<u># Calls</u>
Aug 15-31	21,164
Sept	42,376
Oct	34,529
Nov	27,969
Dec	34,692
Jan 1-19	24,732
Total	185,462

We anticipate that January will become one of the highest volume months for Motor Vehicle Licensing.

In addition, following information summarizes the nature of calls received from County Clerk offices. This information details the percentage of calls being received by Service Area.

<u>MVL Service Area</u>	<u>Percentage</u>
Title	35%
Rebuilt Title	14%
Inventory	13%
Registration Assistance	12%
Corrections	11%
Boats	3%
Records Management	2%
Inspection	2%
Insurance	2%
Other	6%

This data will aid us in allocating workload and also in problem solving.

We are presently short one section supervisor. The position has posted and we will be working diligently to fill this position as soon as possible. In the meantime, Sarah Cheshire is pulling double duty.

In late November Michael Miller, the Customer Service Center Branch Manager, was able to attend some training regarding best practices in Customer Service Centers. Mike came back with some very creative ideas on how to better manage a call center. Also, we are very proud to announce that he is now certified as an HDI (Help Desk Institute) Service Center Manager. His recent certification will aid us in assessing our processes and assuring we are following those industry best business practices to better support you.

Let us know how we are doing.
Bill Heise, Bill.Heise@ky.gov.

Reconstructed Vehicle Brand

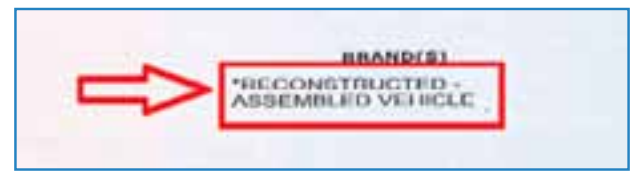


Memo

To: Motor Vehicle Administrators
From: Shannon Dickson, Director of Vehicle Programs
Date: 12/8/2011
Re: Reconstructed Vehicle Brand

Effective 12/12/11, the Indiana Bureau of Motor Vehicles will offer a “**Reconstructed**” vehicle brand for customers who have assembled a vehicle that has not been previously salvaged. To be eligible for the Reconstructed brand, the vehicle must be assembled from new major component parts evidenced by certificates of origin, invoices, receipts, etc. Additionally, an out-of-state title with **Reconstructed** indicated as the vehicle brand may maintain this brand when transferred to Indiana.

Example of Indiana Title with Reconstructed brand applied:

This is a sample of the Indiana Certificate of Title for a Vehicle form. The form is titled "STATE OF INDIANA CERTIFICATE OF TITLE FOR A VEHICLE". It contains various fields for vehicle information, including VIN, make, model, year, and color. A red arrow points to a box labeled "BRAND(S)" which contains the text "RECONSTRUCTED - ASSEMBLED VEHICLE". The form also includes sections for the seller and buyer, and a signature line for the Commissioner of Motor Vehicles.

2012 Scheduled Outages

for the AVIS System

<u>DATE</u>	<u>DESCRIPTION</u>
Monday, January 16	MLK Holiday
Monday, May 28	Memorial Day Holiday
Wednesday, July 4	Independence Day Holiday
Monday, September 3	Labor Day Holiday
Tuesday, November 6	Presidential Election
Monday, November 12	Veteran's Day
Thursday, November 22	Thanksgiving Holiday
Friday, November 23	Thanksgiving Holiday
Saturday, November 24	Thanksgiving Holiday
Saturday, December 22	Christmas Holiday
Monday, December 24	Christmas Holiday
Tuesday, December 25	Christmas Holiday
Saturday, December 29	Year End Processing
Monday, December 31	Year End Processing
Tuesday, January 1, 2013	Year End Processing

MEMORANDUM

To: All County Clerks

From: James Westbay-Supervisor
Division of Motor Vehicle Licensing

Date: 1/26/2012

Subject: Document Direct-Monthly Inactive Inventory Report-R5103

In April 2010, MVL placed the County Clerk Weekly Report, DTW5240A on Document Direct. This allowed all Clerks to receive the information in a more efficient manner as the expedited document was made available Monday morning rather than later in the week. We are in the process of placing another AVIS report on Document Direct.

MVL intends to place the Monthly County Clerk Inactive Inventory Pick Up report in this Software. Currently we mail the reports to the Clerk office at the beginning of each month. Downloading the report into Document Direct will achieve similar results as listed above.

The Monthly Inactive Inventory Report is actually a compilation of information previously sent with weekly report DTW5240A. Our understanding is the majority of Clerks would rather work their inventory on a monthly rather than weekly basis.

In order to ensure that the appropriate employees involved with the weekly reports have access to Document Direct, you will need to send an e-mail to James.Westbay@Ky.gov. Please include employee name and DTI Number.

Once all Counties have submitted this information and access is granted, we will begin to download the data in Document Direct. Our goal is to have this completed by the end of February and set up for March 1st 2012. We will continue to print and deliver hard copies until the implementation date. All other processes will remain the same.

If you have any questions, please feel free to contact the Division of Motor Vehicle Licensing at (502) 564-1257.



Duncan, Pam

**HAPPY RETIREMENT
PAM DUNCAN!**

YOU WILL BE MISSED!



HELPFUL WEB SITES & 800 NUMBERS

Vehicle Titles

1-800-244-9036

<http://transportation.ky.gov/Motor-Vehicle-Licensing/Pages/default.aspx>

Vehicle Registration

1-800-244-9410

<http://mvl.ky.gov/KyRenewWeb/requirementpage.jsp>

Government & Community Services

1-888-567-1373

<http://kycare.net/>



Cincinnati Chili

Ingredients

1 lb red kidney beans, rinsed and picked over to remove debris
1 lb ground beef
1 onion, chopped
2 garlic cloves, minced
2 tablespoons chili powder
1 tablespoon dried oregano
1 1/2 teaspoons ground coriander
1/4 teaspoon cinnamon
1/4 teaspoon allspice
1/4 teaspoon cloves
1/4 teaspoon cayenne
2 bay leaves
2 teaspoons Kosher salt
1 28 oz can diced tomatoes

Directions

1. Cover the beans with water, and soak overnight. Drain and rinse, then pour the beans into a pot. Cover again with water, and cook for 1-2 hours, until cooked through and softened. Drain, and set aside.
2. Crumble the beef into the pot, and cook until browned and cooked through. Remove from the pot and set aside.
3. Add the onion to the pot, and cook until tender. Add the garlic, and cook for an additional minute.
4. Add the chili powder, oregano, coriander, cinnamon, allspice, cloves, cayenne, bay leaves, and salt. Stir to combine, and cook for 5 minutes, until the spices are fragrant.

5. Add the tomatoes, and mix to combine.
6. Return the beef to the pot. Reduce the heat, partially cover, and simmer for 10 minutes.
7. Stir in the beans, and simmer for 10 minutes.
8. Remove the bay leaves. Serve over spaghetti squash, over spaghetti, or straight from a bowl topped with cheddar and/or onions.

Accompaniments

Spaghetti squash, cooked and scraped into strands (or spaghetti)

Cheddar cheese, freshly grated

Onions, finely chopped

Enjoy!

The County Clerk Connection...

wants your feedback.

Email us your thoughts & suggestions!

Stacey.Hiles@ky.gov

Or call: (502) 564-7000 ext 4153

**Our Address is: 200 Mero Street
Frankfort, Ky. 40622**

